

Our In House Complaints Procedure

We are committed to providing a professional service to all our clients. When something goes wrong we need you to tell us about it as this will help us improve our standards.

If you have a complaint, please put it in writing and include as much detail as possible. We will then respond in line with the time frame set out below. If you feel we have not sought to address your complaint within 8 weeks, you may refer your complaint to The Property Ombudsman to consider without our final viewpoint on the matter.

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt by Sales & Letting or Property Manager who will review your file and speak to the member of staff you dealt with you. A formal written investigation will be sent to you within 15 working days of sending the acknowledgment letter.
- If at this stage you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by the Director/Owner Mr Paul Young.
- Mr Young will write to you with 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied you can request an independent review from The Property Ombudsman without charge:

**The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP**

www.tpos.co.uk

You will need to submit your complaint to The Property Ombudsman with 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.